

LISTING OF THE CLAIMS:

The following is a complete listing of all the claims in the application, with an indication of the status of each:

- 1 1. (Currently amended) A system for enabling human users to interact with conversation-enabled applications installed at a remote location, said conversation-enabled applications implementing a conversation policy, the system comprising:
 - 4 conversation support means communicating with a human-usable interface installed
 - 5 on a user device to support the user's side of a conversation with the conversation-enabled
 - 6 applications;
 - 7 presentation support means communicating with the human-usable interface installed
 - 8 on the user device to show the user a state of the conversation and options for selection by the
 - 9 user, said options being governed by a sequence or rules governing the conversation; and
 - 10 data input means installed on the user device by which the user selects an available
 - 11 option and fills in message content that conforms with the conversation policy in use by the
 - 12 conversation-enabled applications.
- 1 2. (Original) The system recited in claim 1, wherein in the conversation support means and
- 2 the presentation support means are installed on the user device.
- 1 3. (Original) The system recited in claim 1, wherein the conversation support means and the
- 2 presentation support means are installed on a remote machine which communicates with the
- 3 user device.
- 1 4. (Original) The system recited in claim 1, wherein the human-usable interface is a plugin
- 2 browser.
- 1 5. (Original) The system recited in claim 1, wherein the data input means prompts the user

2 for decisions and then generates a corresponding screen flow for data input and transforms
3 entered data into a format suitable for delivery to the remote location.

1 6. (Original) The system recited in claim 1, wherein said presentation support means
2 includes an archive of presentation policies accessed to render messages for the user.

1 7. (Original) The system recited in claim 1, wherein the user device is a personal digital
2 assistant.

1 8. (Original) The system recited in claim 1, wherein the user device is a personal computer.

1 9. (Original) The system recited in claim 1, wherein said presentation support is obtained
2 from another system.

1 10. (Currently amended) A method for enabling human users to interact with conversation-
2 enabled applications installed at a remote location, said interaction being by means of a user
3 device having an installed human-usuable interface and said conversation-enabled applications
4 implementing a conversation policy, the method comprising the steps of:

5 loading a selected service device, said service including a policy archive and a
6 presentation archive;

7 installing a conversation policy supporting the selected service;
8 accessing the policy archive and communicating with the human-usuable interface
9 installed on the user device to support the user's side of a conversation with the conversation-
10 enabled applications;

11 accessing the presentation archive and communicating with the human-usuable
12 interface installed on the user device to show the user a state of the conversation and options
13 for selection by the user, said options being governed by a sequence or rules governing the
14 conversation; and

15 prompting user to select an available option and fill in message content that conforms

16 with the conversation policy in use by the conversation-enabled applications.

1 11. (Original) The method recited in claim 10, wherein the policy archive and presentation
2 archive are loaded on the user device and the conversation policy is installed on the user
3 device.

1 12. (Original) The method recited in claim 11, wherein the user device is a personal digital
2 assistant.

1 13. (Original) The method recited in claim 11, wherein the user device is a personal
2 computer.

1 14. (Original) The method recited in claim 10, wherein the policy archive and presentation
2 archive are loaded on a remote machine and the conversation policy is installed on the remote
3 machine, the remote machine communicating with the human-usuable interface installed on
4 the user device.

1 15. (Original) The method recited in claim 10, wherein said presentation support is obtained
2 from another system.

1 16. (Original) The method recited in claim 10, wherein the human-usuable interface is a
2 plugin browser.